

Liaison Services Agencies Will Assist Road Home Recipients

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Baton Rouge, La. — Today the Louisiana Office of Community Development – Disaster Recovery Unit announced that the Greater New Orleans Housing Alliance (GNOHA) and Franklin Associates have been chosen to provide liaison services to the Road Home program. OCD-DRU has also awarded contracts to Hammerman and Gainer International (HGI) to continue providing primary support services related to the program and CGI Group, Inc. to provide information technology services.

The liaison agencies will assist Road Home clients who have not yet completed all compliance requirements for their grants. For example, liaison agencies can help grantees identify available paths to return home or, for those already in their homes, the agencies can help gather and submit required information.

This new service complements the work of the Road Home's primary contractor by providing an intermediary for homeowners, as well as a second reviewer of some of the most complicated files.

"After a thorough search, we feel confident that GNOHA and Franklin Associates are the best agencies to help homeowners who are having difficulties becoming compliant," said Pat Forbes, executive director of the Louisiana Office of Community Development.

Franklin Associates will provide services in the Southwest region of the state, as well as working with GNOHA to provide services in the Southeast region. Staff members from both agencies recently took part in a week-long training to learn about Road Home policies and procedures and how to access Road Home data files.

"GNOHA believes that the community-based organizations in New Orleans are the ideal partners to help remaining Road Home families finally come home and come into compliance with their covenants," said Andreanecia Morris, chairwoman of GNOHA's Board of Governors. "GNOHA members have rebuilt homes for hundreds of homeowners displaced by Hurricane Katrina. As a result, the nonprofits have developed deep relationships in the communities they serve, affording them a level of trust and confidence will allow them to reach families who are still struggling to come home."

Franklin Associates owner Perry Franklin said, "Franklin Associates lives by its company motto of Putting People First. We see it as an honor and a privilege to help shepherd many homeowners who we helped in the early days of The Road Home Program to reach compliance with the program at this time. We know this has been a long process for some and we are eager to help people reach the finish line."

HGI was once again awarded a contract to support the day-to-day administration and implementation of the Road Home program. This includes accounting, reporting, closing of files, case management services, limited legal services, long-term compliance and monitoring, document management, grant recovery and closeout of the program. The company first began work on the Road Home program in 2009.

CGI was again awarded a contract to provide comprehensive IT governance and oversight; application development and maintenance; IT help desk and asset management; and IT infrastructure management.

"HGI and CGI have been successful in moving the program forward, and we believe they are the best companies to continue providing these services as we wind the Road Home down," Forbes noted.

"HGI Catastrophe Services L.L.C. is excited that we have been awarded the contract to provide administrative services related to the Road Home Homeowners Program," said Christopher Oney, HGI president. "I believe HGI's knowledge of the program and extensive experience made us the best choice to meet the state's needs in this area."

"CGI is thrilled to continue its partnership with the state supporting its ongoing disaster recovery operations," said David Henderson, CGI senior vice president. "We're thankful for Louisiana's ongoing confidence in our ability to deliver efficient, responsive services for the state and its impacted citizens."

Formed in 2007, the Greater New Orleans Housing Alliance is a collaborative formed by the nonprofit housing builders and community development corporations who are working diligently to rebuild the City of New Orleans.

Franklin Associates was established in 2005 and specializes in project management, public relations and planning. They blend science with practical experience to develop innovative project solutions, and their approaches are infused with a focus on building open and honest communication channels with clients and constituents.

Hammerman and Gainer, Inc. has been an established leader in the third party administration arena for more than 80 years. HGI has consistently focused on providing a broad array of customized claim and medical management services that increase employee productivity and maximize employer profitability.

Founded in 1976, CGI Group is the fifth largest independent information technology and business process services firm in the world. Approximately 68,000 professionals serve thousands of global clients from offices and delivery centers across the Americas, Europe and Asia Pacific, leveraging a comprehensive portfolio of services including high-end business and IT consulting, systems integration, application development and maintenance, infrastructure management as well as a wide range of proprietary solutions.

The Disaster Recovery Unit within the Office of Community Development is dedicated to helping Louisiana's citizens recover from hurricanes Katrina, Rita, Gustav, Ike and Isaac. As the state's lead for long-term disaster recovery, OCD-DRU manages the most extensive rebuilding effort in American history, working closely with local, state and federal partners to ensure that Louisiana recovers safer, stronger and smarter than before.